

The complaint

Mrs R is unhappy with Cynergy Bank Plc.

Mrs R tried to change her nominated account details in July 2024. It wasn't until several months later that she discovered this hadn't worked. This was an issue because Mrs R had set up changes so closer to the end of the financial year she could get money paid into an account from her fixed rate bonds and then move her money as part of a switch into a new account. Mrs R wanted to do this so she could trigger a bonus payment from the financial institution running her new account.

Mrs R was also unhappy about the length of time she had to wait on the telephone to get her call answered.

What happened

When Mrs R noticed the problem, she tried to resolve the matter herself a few times, but she couldn't get the system to work. So, in the end she called Cynergy, and they managed to fix it. The cut off date for the bonus with her new account was 31 March 2025. But due to the problems and delays Mrs R found the changes had been concluded too late and she wouldn't now qualify for the bonus.

Cynergy apologised about the long call wait times. It said it was experiencing higher call volumes than usual at that time.

Regarding the nominated account it said Mrs R had asked for this to be updated in July 2024, but the details weren't reflected in her records. Cynergy said it flagged this on 25 March 2025 as the name on the nominated account didn't match. It said at this point its team tried to call Mrs R to confirm the information but were unsuccessful.

Cynergy continued once it did get the confirmation from Mrs R on 27 March 2025 the nominated account was successfully updated.

Cynergy accepted Mrs R had made the change request in July 2024 to move her nominated accounts to bank N.

Cynergy explained that a nominated account is, *"an account that is provided by the customer that is linked to their account held with the Bank, in which any external withdrawals will be made to. The account must be an account which the customer is a named beneficiary held with a UK bank or building society and must be able to receive Faster Payments."*

It said Mrs R made three changes linking the account to N in July 2024. But it then said on 22 March 2025 it received a request to change the account from N to an account held with S. It said to enable the change the request needs to pass the confirmation of payee (COP) check. It said it tried to call Mrs R as the account name didn't match so the COP check failed.

Cynergy concluded that on 25 March 2025 it spoke to Mrs R, confirmed her details, and successfully completed telephone screening. It said the nominated account details were changed and an email sent to Mrs R on 28 March 2025.

As Mrs R remained unhappy she brought her complaint to this service.

Our investigator didn't uphold the complaint. He said Cynergy hadn't made a mistake. He said on 22 March 2025 Mrs R opened a fixed rate bond with N as the nominated account. He said then Mrs R attempted to change her nominated account to S to send the money from that account. Our investigator noted this led to Cynergy needing to do the COP process and this failed because of the name mismatch. He noted it did speak to Mrs R and completed the COP on 27 March 2025. However, he noted this delayed Mrs R's switch from S to N causing her to miss out on the bonus.

Our investigator had sympathy for Mrs R but maintained Cynergy hadn't made any errors. He felt it was right to do the checks and said these were done in a reasonable timeframe.

Mrs R remained unhappy and asked for her complaint to be passed to an ombudsman for a final decision.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

This is an informal service so I'm not going to comment on everything included within this complaint. Instead, I'm going to stick to what I think are the central points that apply. I can confirm all of the evidence provided by both sides has been considered.

Mrs R reiterated her point her Cynergy account was still linked to her old account even though she had taken action to change it many months before and had a confirmation email response from Cynergy bank telling her this had been done. After the confirmation email she said this should have been straightforward.

She said when she found this wasn't the case, she tried to put this right herself. And she said she did this just before she migrated her account from S to her new account with N. Mrs R said she wasn't able to put things right online and had to call Cynergy to do it. Mrs R said the worst thing was after days of the account being opened she was told she was still being verified despite already having numerous accounts with Cynergy. Mrs R said this hadn't happened before. She said to try and combat the delays and unblock the problem she just opened a new account herself, deposited money in it, and used this one but unfortunately it was too late to get the 2026 bonus.

Mrs R still feels she should get an apology, the bonus and compensation.

I can understand Mrs R's position. It seems to me the problem isn't really about the actions in March 2025. At this late stage it was an attempt by the parties to clear up the problems that had been caused in July 2024. I can't say Cynergy did anything wrong in March with the changes it carried out and the COP. But this only came about because of the changes Mrs R made to her account in July 2024. The records indicate Mrs R changed her records to show bank N details. And it's true that she got an email from Cynergy confirming she had instructed a change to the nominated account for her fixed rate bond. This email didn't specify the account number details, but it's clear from the records I've seen that this set the account to bank N's details. Now it appears that this wasn't what Mrs R wanted based on the actions taken in March 2025 when the account was changed to show bank S details. But it

also doesn't show that the July 2024 actions never happened. It shows it did happen only not in the way Mrs R said she wanted.

So, I think Cynergy's efforts in March and Mrs R opening new accounts, etc, were both parties attempts to overcome the problems created in July 2024.

But I don't think Cynergy did anything wrong in July 2024. The records show the changes were made to link the accounts to bank N. It seems accepted that action was taken by Mrs R and acknowledged by Cynergy through its email confirmation. It appears that this isn't what Mrs R wanted when the matter came up again in March 2025. At this point it seems Mrs R wanted the account to be set up against bank S. And the changes to the nominated account records show that this is what happened. In March it was Cynergy who took this action when requested by Mrs R.

I'm not quite sure how the issues in July 2024 arose. But I note Cynergy did acknowledge changes to the account that were undertaken by Mrs R. So, I can't say it acted unfairly or unreasonably. If any mistake was made about what account details were input, I can't see any signs that this was done by Cynergy. Mrs R said the email confirmation was a signal that everything was as it should be, but I didn't see any details in the email that specified what sort codes and account numbers had been changed. So, all the email did was confirm Mrs R had made changes rather than what those changes were.

Mrs R said that things were put right when she spoke to Cynergy in March 2025. I note that the account details were changed to bank S at this point. But I can't see that there was anything stopping this happening earlier including July 2024. When Cynergy were asked to change the details it did – and it appears to me it did so based on Mrs R's instructions. I think Cynergy has acted fairly and reasonably here.

I can see Mrs R's point about call wait times too. And I suspect her concern was heightened as she knew she needed action to be taken quickly to rectify the problem and try to get the bonus available from N. But I accept what Cynergy said about the higher call volumes and I can't see that it did anything wrong here.

My final decision

I don't uphold this complaint.

I make no award against Cynergy Bank Plc.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs R to accept or reject my decision before 13 March 2026.

John Quinlan
Ombudsman